



Ref: FOI / 5769

22<sup>nd</sup> May 2025

Email:

Dear

## Freedom of Information Act 2000 Request - Missed Bin Collections Data

I refer to your FOI request and respond as follows:

### Request

I am writing to request information regarding missed bin collections in Dudley Metropolitan Borough for both household and commercial waste. Please provide the following information:

1. Total number of missed bin collections reported each month for the past 12 months, (March 2024 - March 2025, or nearest available), broken down by:
  - Household waste
  - Recycling waste
  - Food waste
  - Garden waste
  - Commercial waste

(Where each is possible, if a collection type for a specific waste type isn't provided, please note this.)

2. Reasons recorded for missed collections, if available (e.g., vehicle breakdowns, staffing issues, blocked access).
3. Whether a return collection was scheduled and completed.
4. Response times and actions taken to resolve above issues.

#### Derry

C/o Council Offices  
98 Strand Road  
Derry  
BT48 7NN

#### Strabane

C/o Council Offices  
47 Derry Road  
Strabane  
BT82 8DY

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info@derrystrabane.com  
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f Derry City & Strabane District Council  
t @dcsdcouncil

## **Response**

Please be advised that this is a nil response as Council do not operate refuse collection services in the area mentioned.

If you are dissatisfied with our response, you have rights of review and appeal; these rights consist of two review processes.

Firstly, our internal review procedure is available by contacting:

John Kelpie  
Chief Executive  
Derry City and Strabane District Council  
98 Strand Road  
Derry BT48 7NN  
Tel: 028 71253253 or email: [john.kelpie@derrystrabane.com](mailto:john.kelpie@derrystrabane.com)

Secondly, you can appeal directly by contacting the Information Commissioner at:

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
CHESHIRE SK9 5AF  
Tel: 0303 123 1113 (local rate) or email: [casework@ico.org.uk](mailto:casework@ico.org.uk)

I would however advise that the Information Commissioner has indicated that a review will not be undertaken unless the Council has first had an opportunity to re-consider its decision.

Yours sincerely

**Conor Canning**  
**Head of Environment & Building Control**

